HHSDC
California Health & Human
Services Agency Data Center

Welfare Data Tracking Implementation Project

Change Leadership Guide

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Change Leadership Guide

Objective

The objective of change leadership is to facilitate and promote the acceptance and use of the WDTIP system by all users. The change leadership strategy focuses on identifying business processes that may change and communicating these potential changes to counties during the change leadership module of the WDTIP training sessions. The *Change Leadership Guide*, which is the core of this training, has been designed to assist counties in the identification of business processes that may be impacted by the implementation of the WDTIP system and to provide recommendations on the effective integration of the WDTIP system into current business practices. The *Guide* has been designed to be customized by counties to provide a tool for county-specific training. Anticipated changes to county business processes resulting from the implementation of the WDTIP system are not expected to be extensive as the WDTIP system will provide an additional tool that counties can utilize to enhance current business processes related to Federal and State time-on-aid tracking.

The *Change Leadership Guide* will provide the supporting material for the Change Leadership Module of the WDTIP training. This *Guide* will be divided into sections that represent the major functions of CalWORKs program processing. It has been constructed to be a tool that can be customized by counties for use in identifying and addressing county-specific business practice. changes.

Approach

The Change Leadership Guide has been designed to assist counties in the identification of business processes in their county that may be impacted by the implementation of the WDTIP system. It is presented in a table format that is divided into sections by high-level welfare business functions. The first column in the table identifies specific tasks that are associated with the section's general business function or task. The next column details the information provided in the WDTIP system that supports the identified task. The third column in the table provides recommendations on how this information can be used to complete the identified specific task. A row is provided below each identified task to allow space for the county to customize the information provided to reflect potential changes to county specific procedures.

Summary

The *Change Leadership Guide* has been divided into the following sections that reflect the general business processes that may be impacted by the implementation of the WDTIP system:

Section 1 – File Clearance/Case Research
Section 2 – Application Screening
Section 3 – Application Processing

Section 4 – Diversion Processing
Section 5 – Time Limit Research
Section 6 – On-going Eligibility Caseload Management
Section 7 – Employment Services Caseload Management
Section 8 – System Administration
Section 9 – Help Desk

Acronyms

The following is a list of commonly used acronyms within the *Change Leadership Guide*.

Acronym	Phrase/Name
CalWORKs	California Work Opportunity and Responsibility to Kids
CIN	Client Identification Number
DOB	Date of Birth
HHSDC	California Health and Human Services Agency Data Center
MEDS	Medi-Cal Eligibility Data System
PRWORA	Personal Responsibility and Work Opportunity Reconciliation Act
SAWS	Statewide Automated Welfare System
SAWS-TA	SAWS – Technical Architecture
SCI	Statewide Client Index
SIS	SAWS Information System
SSN	Social Security Number
TANF	Temporary Assistance for Needy Families
WDTIP	Welfare Data Tracking Implementation Project
WTW	Welfare to Work

Section 1 – File Clearance/Case Research

Task	WDTIP Information	Usage Recommendations
Known to Welfare	The Alternate Identity Screen (ALID) displays a complete list of all known identifiers for an individual including multiple social security numbers (SSN's), case numbers, birthdates and aliases.	This additional identifier information allows the staff performing file clearance or case research functions to be more certain of the identification of the individual being researched.
Potential County Changes		
Program Participation	The Program Summary Screen (PSUM) displays a complete list of all counties that the individual has had a CalWORKs program participation in as well as the current status in that program in the identified county. Further detailed information about a specific program is provided on the Program Detail Screen (PDET). This information includes the related case number, start and end dates and aid code. This screen also displays summary time clock detail for the individual being researched.	Program participation information can be used to ensure the proper identification of the individual being researched. This information can also be utilized to determine if the individual is currently receiving CalWORKs benefits in any other county, which may potentially help to avoid duplicate aid payments.
Potential County Changes		

Section 2 – Application Screening

Task	*WDTIP Information*	*Usage Recommendations*
Sanction and Penalty Evaluation	The Exception Summary Screen (ESUM) displays a summary listing of all exceptions for the selected individual. The information on this screen includes the reason for the exception, the start month and end month of the exception, and the county of record for the exception. The Exception Detail Screen (EDET) displays detailed information for the selected exception instance. The information included on this screen includes the exception type (penalty, sanction, exemption, good cause, excluded person) the exception reason, the start and end date of the exception, the current CalWORKs program status, effect on the time clocks and the county of record.	The information displayed on ESUM and EDET can be used to determine the current exception status of the individual being researched. Specifically it can be used to identify if an individual is currently in a sanction or penalty period. This information can be used to help ensure that an individual who is not eligible due to penalty or sanction status is identified early in the application process
Potential County Changes		

Task	WDTIP Information	Usage Recommendations
Diversion Period Evaluation	The Diversion Summary Screen (DSUM) displays a listing of all diversion payments including the aid code, county of record and the start and end months of the diversion period.	This information can be used to determine if the individual is reapplying for CalWORKs during a diversion period.
Potential County Changes		
Time Limit Inquiry	The Time Clock Summary Screen (TSUM) provides summary information for the three time clocks that are calculated and tracked by the WDTIP system. This screen displays the time clock start month, the time clock end month, the total months used and the date the last time clock calculation was run.	The information provided on TSUM can be used for a preliminary determination if the selected individual exceeds the associated time-on-aid limitations
Potential County Changes		

Task	WDTIP Information	Usage Recommendations
Program Participation	The Program Summary Screen (PSUM) displays a complete list of all counties in which the selected individual has had a CalWORKs program participation as well as the current status in that program in the identified county. Further detailed information about a specific program is provided on the Program Detail Screen (PDET). This information includes the related case number, start and end dates, aid code and displays summary time clock detail for the selected individual being researched.	This information can be used to ensure the proper identification of the individual being researched. This information can also be utilized to determine if the individual is currently receiving CalWORKs benefits in any other county, which may potentially help to avoid duplicate aid payments.
Potential County Changes		

Section 3 – Application Processing

Task	WDTIP Information	Usage Recommendations
Time Limit Inquiry	The Time Clock Summary Screen (TSUM) provides summary information for the three time clocks that are calculated and tracked by the WDTIP system. This screen displays the time clock start month, the time clock end month, the total months used and the date the last time clock calculation was run.	The information provided on TSUM can be used for a preliminary determination if the selected individual exceeds the associated time-on-aid limitations.
Potential County Changes		
Sanction Evaluation	The Exception Summary Screen (ESUM) displays a summary listing of all exceptions for the selected individual. Exceptions include sanction instances. The information on this screen includes the reason for the exception, the start month and end month of the exception and the county of record for the exception. The Exception Detail Screen (EDET) displays detail information for the selected exception instance. The information displayed for a sanction includes a reason code that defines the sanction instance, the start and end date of the sanction, the current CalWORKs program status, the effect on the time clocks and the county that sent the sanction record to the WDTIP system.	The information displayed on ESUM and EDET can be used to determine the current sanction status of the individual being researched. Specifically, to identify if the individual is currently in a sanction period. This information can be used to help ensure that an individual who is not eligible due to sanction status is identified early in the application process.
Potential County Changes		

Task	WDTIP Information	Usage Recommendations
Exemption Status	The Exception Summary Screen (ESUM) displays a summary listing of all exceptions for the selected individual. Exceptions include exemption instances. An exemption is a circumstance that stops one or more of the time clocks. The information on this screen includes the reason for the exemption, the start month and end month of the exemption and the county who sent the exemption record to the WDTIP system. The Exception Detail Screen (EDET) displays detail information for the selected exemption instance. The information displayed for an exemption includes a reason code that defines the exemption, the start and end date of the exemption, the current CalWORKs program status, the effect of the particular exemption on the three time clocks and the county that sent the exemption record to the WDTIP system.	The information displayed on ESUM and EDET can be used to determine the current exemption status of the individual being researched. This information can be used to help ensure that an individual who may meet exemption criteria is identified early in the application process.
Potential County Changes		

Task	WDTIP Information	Usage Recommendations
Penalty Status	The Exception Summary Screen (ESUM) displays a summary listing of all exceptions for the selected individual. Exceptions include penalty situations. The information on this screen includes the reason for the penalty, the start month and end month of the penalty and the county that sent the penalty record to the WDTIP system. The Exception Detail Screen (EDET) displays detailed information for the selected penalty instance. The information displayed for a penalty includes a reason code that defines the penalty, the start and end date of the penalty, the current CalWORKs program status, the effect on the time clocks and the county that sent the penalty record to the WDTIP system.	The information displayed on ESUM and EDET can be used to determine if the individual being researched is in a penalty status and if so, the reason for the penalty. This information can be used to help ensure that an individual who is not eligible due to a penalty status is identified early in the application process.

Potential County Changes

Task	WDTIP Information	Usage Recommendations
Diversion Status	The Diversion Summary Screen (DSUM) displays a listing of all diversion payments including the aid code, the county that sent the diversion record to the WDTIP system and the start and end months of the diversion period. The Diversion Detail Screen (DDET) provides detailed information on a specific diversion payment. Information provided includes the diversion payment date, the diversion reason, amount of the diversion payment, the diversion period start and end months, and the impact of the diversion payment on the time clocks.	This information can be used to determine if the individual is reapplying for CalWORKs during a diversion period. This information can also be used in the evaluation of potential diversion participation.
Potential County Changes		

Section 4 – Diversion Processing

Task	*WDTIP Information*	*Usage Recommendations*
Diversion History Review	The Diversion Summary Screen (DSUM) displays a listing of all diversion payments including the aid code, the county that sent the diversion record to the WDTIP system and the start and end months of the diversion period. The Diversion Detail Screen (DDET) provides detailed information on a specific diversion payment. Information provided includes the diversion payment date, the diversion reason, amount of the diversion payment, the diversion period start and end months, and the impact of the diversion payment on the time clocks.	This information can be used to determine if the individual is reapplying for CalWORKs during a diversion period. This information can also be used in the evaluation of potential diversion participation.
Potential County Changes		
Diversion Payment Tracking	Detailed diversion payment information including the diversion aid code, diversion payment date, amount of the diversion payment, reason for the diversion payment, four month indicator flag, start and end of the diversion period and the diversion condition code are captured on the Diversion Update Screen.	The Diversion Update Screen (UDIV) is used to add and modify Diversion payment information to the WDTIP system for counties that do not capture and store diversion information in their eligibility system.
Potential County Changes		

Section 5 – Time Limit Research

Task	WDTIP Information	Usage Recommendations
Time Limit Inquiry	The Time Clock Summary Screen (TSUM) provides summary information for the three time clocks that are calculated and tracked by the WDTIP system. This screen displays the time clock start date, the time clock end date, the total months used and the date the last time clock calculation was run. The Program Detail Screen (PDET) provides summary time clock information for the selected individual. Information presented on PDET includes details regarding the specific program selected as well as summary information for the TANF, CalWORKs and Welfare to Work time clocks. Also provided on PDET are flags that indicate the existence of exception and/or diversion records.	The information provided on TSUM and PDET can be used for a preliminary determination if the selected individual exceeds or is approaching any of the federal or state time-on-aid limitations.
Potential County Changes		

Task	*WDTIP Information*	*Usage Recommendations*
Exemption Status	The Exception Summary Screen (ESUM) displays a summary listing of all exceptions for the selected individual. Exceptions include exemption instances. An exemption is a circumstance that stops one or more of the time clocks. The information on this screen includes the reason for the exemption, the start month and end month of the exemption and the county who sent the exemption record to the WDTIP system.

The Exception Detail Screen (EDET) displays detail information for the selected exemption instance. The information displayed for an exemption includes a reason code that defines the exemption, the start and end date of the exemption, the current CalWORKs program status, the effect of the particular exemption on the three time clocks and the county that sent the exemption record to the WDTIP system. | The information displayed on ESUM and EDET can be used to determine the current exemption status of the individual being researched. This information can be used to help ensure that an individual who may meet exemption criteria is identified and the time clocks are adjusted appropriately. |
| *Potential County Changes* | | |

Section 6 – On-going Eligibility Caseload Management

Task	WDTIP Information	Usage Recommendations
Time Limit Research	The Time Clock Summary Screen (TSUM) provides summary information for the three time clocks that are calculated and tracked by the WDTIP system. This screen displays the time clock start date, the time clock end date, the total months used and the date the last time clock calculation was run. The Program Detail Screen (PDET) provides summary time clock information for the selected individual. Information presented on PDET includes details regarding the specific program selected as well as summary information for the TANF, CalWORKs and Welfare to Work time clocks. Also provided on PDET are flags that indicate the existence of exception and/or diversion records.	The information provided on TSUM and PDET can be used during renewals to determine if an individual is approaching any of the federal or state time-on-aid limitations. This information can be used to ensure that clients understand the implications of the time-on-aid limitations.
Potential County Changes		

Task	*WDTIP Information*	*Usage Recommendations*
Exemption Research and Tracking	The Exception Summary Screen (ESUM) displays a summary listing of all exceptions for the selected individual. Exceptions include exemption instances. An exemption is a circumstance that stops one or more of the time clocks. The information on this screen includes the reason for the exemption, the start month and end month of the exemption and the county who sent the exemption record to the WDTIP system.

The Exception Detail Screen (EDET) displays detail information for the selected exemption instance. The information displayed for an exemption includes a reason code that defines the exemption, the start and end date of the exemption, the current CalWORKs program status, the effect of the particular exemption on the three time clocks and the county that sent the exemption record to the WDTIP system. | The information displayed on ESUM and EDET can be used to determine the current exemption status of the individual being researched. This information can be used to help ensure that an individual who may meet exemption criteria is identified and the time clocks are adjusted appropriately. |
| *Potential County Changes* | | |

Task	WDTIP Information	Usage Recommendations
Sanction and Penalty Tracking	The Exception Summary Screen (ESUM) displays a summary listing of all exceptions for the selected individual. Exceptions include sanction and penalty instances. The information on this screen includes the reason for the sanction or penalty, the start month and end month of the sanction or penalty and the county that sent the sanction or penalty record to the WDTIP system. The Exception Detail Screen (EDET) displays detail information for the selected exception instance. The information displayed for a sanction or penalty include, a reason code that defines the sanction or penalty instance, the start and end date of the sanction or penalty, the current CalWORKs program status, the effect on the time clocks and the county that sent the sanction or penalty record to the WDTIP system.	The information displayed on ESUM and EDET can be used to determine the current sanction/penalty status of the individual being researched. This information can be used to help ensure that an individual who is not eligible due to sanction/penalty status is appropriately identified.
Potential County Changes		

Section 7 – On-going Employment Services Caseload Management

Task	WDTIP Information	Usage Recommendations
18/24-Month Time Limit Research	The Time Clock Summary Screen (TSUM) provides summary information for the three time clocks that are calculated and tracked by the WDTIP system. This screen displays the time clock start date, the time clock end date, the total months used and the date the last time clock calculation was run. The WTW 18/24-Month Calendar Screen (WCAL) provides more detailed information about the individual's WTW time clock. Information included on this screen includes the workplan sign date, the county in which the workplan was signed, the time clock start month, total WTW months used, total number of exception months and number of extension months if appropriate. This screen also indicates if months were counted or excepted from the WTW time clock in a calendar format.	This information can be used to determine if the WTW time clock has been initialized and if so, how many months the individual has used and still has available.
Potential County Changes		

Task	WDTIP Information	Usage Recommendations
18/24 – Month Clock Exemption Tracking	The WTW 18/24-Month Calendar Screen (WCAL) provides more detailed information about the individual's WTW time clock. Information included on this screen includes the workplan sign date, the county in which the workplan was signed, the time clock start month, total WTW months used, total number of exception months and number of extension months if appropriate. This screen also indicates if months were counted or excepted from the WTW time clock in a calendar format. The Exception Summary and Detail Screens (ESUM and EDET) provide summary and detailed information about specific exemption instances.	The information displayed on ESUM and EDET can be used to determine the current exemption status of the individual being researched. This information can be used to help ensure that an individual who may meet exemption criteria is identified and the time clocks are adjusted appropriately.
Potential County Changes		

Task	*WDTIP Information*	*Usage Recommendations*
Sanction Research	The Exception Summary Screen (ESUM) displays a summary listing of all exceptions for the selected individual. Exceptions include sanction instances. The information on this screen includes the reason for the exception, the start month and end month of the exception and the county of record for the exception.	The information displayed on ESUM and EDET can be used to determine the current sanction status of the individual being researched. This information can be used to determine the appropriate sanction instance for an individual that is being referred to sanction for non-cooperation.
Potential County Changes		

Task	*WDTIP Information*	*Usage Recommendations*
Welfare to Work Plan Development	The WTW 18/24-Month Calendar Screen (WCAL) provides more detailed information about the individual's WTW time clock. Information included on this screen includes the workplan sign date, the county in which the workplan was signed, the time clock start month, total WTW months used, total number of exception months and number of extension months if appropriate. This screen also indicates if months were counted or excepted from the WTW time clock in a calendar format.	This information can be used when the WTW workplan is being developed to ensure that the proper dates are used in the development of the workplan. It is important for the county to know if the individual has signed a WTW workplan in a previous county and the date the WTW time clock was initialized.
Potential County Changes		

Section 8 – System Administration

Task	WDTIP Information	Usage Recommendations
Initial Access Identification	All users who have inquiry access to MEDS have inquiry access to all 20 screens in the WDTIP system. Users who have EW20, FX20 and AP20 capabilities in MEDS will have update access to the four update screens in the WDTIP system.	Counties should review the users who have update access as defined above and determine if these are the users who will be doing the update input in the WDTIP system. Factors such as workload impact and training requirements should be considered.
Potential County Changes		
System Access Changes	Since access to WDTIP is controlled by access to MEDS, changing a user's access to the WDTIP system is initiated by changing their access in MEDS.	Counties should have an established policy and procedure on the process to change an individual's access status in the WDTIP system. Access to WDTIP is linked to MEDS access, so already established MEDS security protocol and procedures may suffice.
Potential County Changes		

Section 9 – Help Desk

Task	*WDTIP Information*	*Usage Recommendations*
Contact Protocol	The WDTIP has asked each county to designate a Help Desk resource to act as a point of contact to the WDTIP Help Desk. The WDTIP is also recommending that each county formalize a County Help Desk to assists system users with questions and problems that may arise from use of the WDTIP system as well as to escalate any problems they cannot resolve to the WDTIP Help Desk.	Counties who decide to have a formal WDTIP County Help Desk should: Establish a formal contact protocol for system users to escalate a problem or question to the County Help Desk. Establish a formal procedure for tracking of problem or questions forwarded to the WDTIP Help Desk. Establish a formal procedure for forwarding a change request to the WDTIP Help Desk
Potential County Changes		
Information Distribution	Information regarding changes or enhancements to the WDTIP system will be forwarded to counties either through their designated county contact or the identified Help Desk resource.	All counties should: Establish a process for the distribution of WDTIP related information to all system users. Establish a process for the updating of WDTIP User Manuals and other resource documents in the event of system modifications or enhancements.
Potential County Changes		